

FIRST SET OF INFORMATION REQUESTS OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY
TO ALL GAS LOCAL DISTRIBUTION COMPANIES

D.T.E. 04-116

Respondent: Amy Smith

Information Request DTE-GAS 1-1

Q. Please explain how your company calculates and measures each of the following service quality performance measures with regard to:

(i) variable definition and measurement; (ii) data-collection methods;
(iii) data quality issues; and (iv) data analysis and interpretation.

Illustrate where possible.

- a) Non Emergency Telephone Answering Factor
- b) Emergency Telephone Answering Factor
- c) Service Appointments kept
- d) Meter Reads
- e) Lost Time Accident Rate
- f) Response to Odor Calls
- g) Staffing Levels
- h) Consumer Division Cases
- i) Restricted Work Day Rate
- j) Unaccounted for Gas

A. The service quality performance measures are calculated and measured in accordance with the Department's Guidelines adopted in Service Quality Standards, D.T.E. 99-84 (2001) and the Service Quality Plans of Boston Gas Company, Colonial Gas Company, and Essex Gas Company dated March 1, 2002 that were approved by the Department on April 7, 2002. Copies of the March 1, 2002 plans, which describe the definition, measurement and collection methods for each measure are attached as attachments DTE GAS 1-1 (a), DTE GAS 1-1 (b) and DTE 1-1GAS (c).

With regards to Staffing levels, the employee count number reported represents the total number of KeySpan Massachusetts' employees. Following the merger between KeySpan Corporation and Eastern Enterprises, many former Boston Gas Company employees, as well as former employees of Colonial Gas Company, Essex Gas Company and new hires are now assigned to KeySpan Corporate Services, L.L.C. and available to perform services for any or all of those

organizations. Thus, an accurate head count of an individual LDC's employees for comparison to previous year's employee counts is not available and not meaningful.

With regards to Unaccounted for Gas, this measure is taken from page 72 of the Company's Annual Return to the Department. As discussed in the Company's reply comments KeySpan calculates the unaccounted-for gas in its Annual Return to the Department by comparing total sales and total sendout data for the twelve-month period ending December. This twelve-month period includes unaccounted-for gas and unbilled gas due to the time lag between when gas is delivered to customers and subsequently billed to customers. Therefore the Company cannot identify whether a change in the unaccounted for gas percentage from one year to the next was due to change in the unaccounted-for gas, a change in unbilled gas, or a combination of the two. To obtain a better evaluation of the unaccounted-for gas percentage, the Company would need to compare total sales and total sendout for the twelve-month period ending August, since in that time period, the unbilled gas approaches zero.